



Last review: October 2025

Next review: October 2026

Cancellation policy for families

This is a public document

Mud Pie Explorers policies and procedures are working documents; therefore, they will be reviewed annually and when the need arises through changes to legislation or practice.

There will be occasions when cancellations are unavoidable, for us and our service users. The procedure sets out how we decide to cancel and how we deal with cancellations.

When families cancel a weekly class

Cancelling a space in a weekly class requires at least a month's notice via email- rachaelp@mud-pies.co.uk Even if a child does not attend the space needs to be paid for during the one-month notice period. This applies to spaces in a weekly group and 121 provision.

When a space is vacated mid month any sessions paid for within the monthly fee that take place after the notice period has ended will be refunded in line with the rates below.

Trial sessions are not refundable. Trials can be moved to an alternative date if required.

Refund rates 2025/26

Subscription type	Per session/ refund amount
Forest School	£20.26
After school club	£12.16
Woodland playgroup	£12.16

Refunds will be made to the card/ account that is used to pay fees. This can take up to 10 working days.

We pause payments for August each year and require a month's notice written of vacating a space.

Cancelling for safeguarding reasons

Mud Pie Explorers will cancel sessions if there is a potential risk to the safety of the children attending. Examples include:

- high winds speeds
- thunderstorms
- flooding
- other extreme weather

- children not being appropriately dressed for the session
- other unforeseen issues which mean it is not safe to run the session

As much notice as possible will be given of any cancellation. Refunds are not issued in these cases.

Other cancellations

Mud Pie Explorers may also need to cancel sessions if:

- There is staff illness/ injury
- Numbers of bookings do not cover costs
- There are other (non- safety) issues meaning the session can not run

As much notice as possible will be given of these types of cancellations. In these instances, a refund will be issued in line with the rates above. For children with 121 support you will not be invoiced for non-safeguarding related cancellations.

Review date	Details of Change
Dec 18 NC	Document produced
Nov 19 NC	Added timeframes for use of credit
Dec 19 NC	Reviewed and equality assessment completed
Oct 2020 NC	No changes
Jan 2022 NC	Linked to new payment procedures
August 2022 NC	Added new payment rates.
November 2022 NC	Separated families and external partners policies
October 2023 NC and JW	Updated in line with new rates for refunds and reasons for non-refundable session cancellations.
October 2024 NC and RP	Updated refund amounts
Feb 2025 NC	Added trial sessions are not refundable.
July 2025 NC	Changed email address for cancelling spaces
October 2025 NC	Updated refund rates

Cancellation policy: Equality Impact Assessment Screening Tool

This document must be completed in respect of any new or major change to Mud Pie Explorers CIC policy or procedure.

		Yes/No	Rationale
2.	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	• Race	N	
	• Ethnic origins (including gypsies and travellers)	N	
	• Nationality	N	
	• Gender	N	
	• Religion or belief	N	
	• Sexual orientation	N	
	• Age	N	
	• Disability - learning disabilities, physical disability, sensory impairment and mental health problems	Y	May need to cancel last minute due to a meltdown or medical need.
2.	Is there any evidence that some groups are affected differently?	N	
3.	If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable?	N	
4.	Is the impact of the policy/guidance likely to be negative?	N	
5.	If so can the impact be avoided?		
6.	What alternatives are there to achieving the policy/guidance without the impact?		
7.	Can we reduce the impact by taking different action?		
		Comments	
8.	Actions identified following screening process		
9.	Screening identified a full impact assessment.		

If you have identified a potential discriminatory impact of this policy/procedure, please refer it the appropriate Director in the first instance, together with suggested actions required to avoid/reduce this impact.